

# United Way



## Information & Referral

### Annual Report

# 2002



# United Way Information & Referral 2002 Annual Report

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An analysis of calls handled during 2002 by  
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# United Way Information & Referral 2002 Annual Report

## The Year At A Glance

Many of us will remember 2002 as the year we lived in the valley of the shadow of 9/11. A depressed economy, fears for homeland security and the specter of war looming on the horizon all contributed to a trend of increasing requests for assistance with basic material needs. Here are some highlights:

**Calls, calls and more calls:** I&R handled a record 33,485 calls in 2002, of which 19,824 were problems presented by our callers. An additional 2,583 calls were initiated on behalf of callers or to provide follow-up. The remaining 11,078 calls were made to update files and maintain the I&R service. While the majority of our calls originated within Alachua County, nearly 11 percent came from callers in the surrounding counties and other areas within Florida. Nearly 5 percent of our callers were homeless or transient. I&R calls have increased nearly 50% since 1994 with no increase in permanent staff.

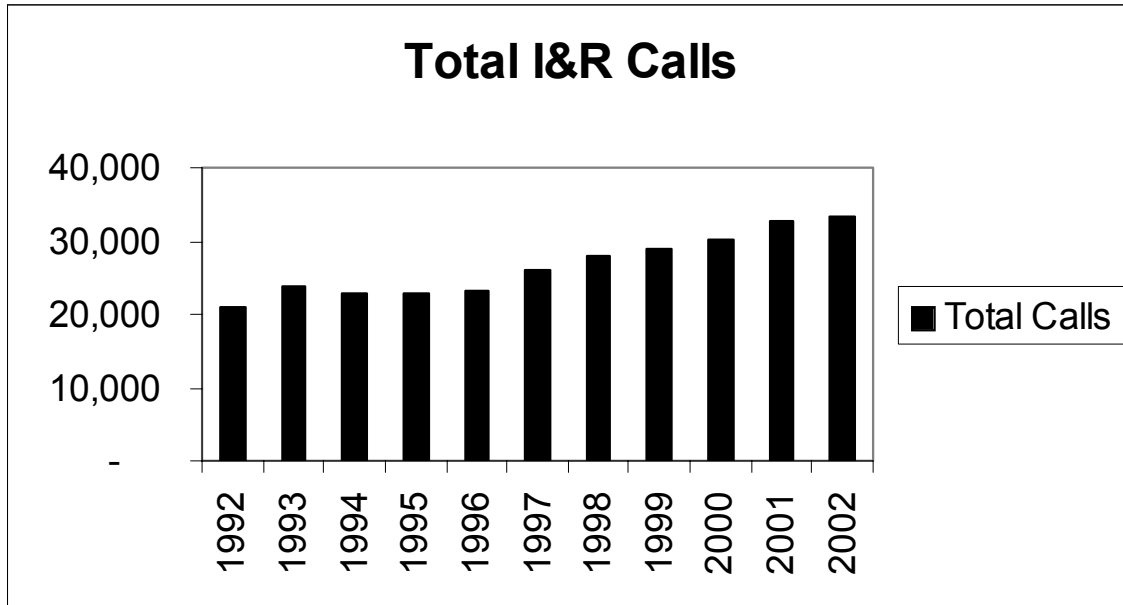
**Needs, needs and more basic needs:** Prior to 2001, when we were startled by a jump in callers presenting problems related to basic material human needs such as food, clothing, transportation and shelter, these problems constituted about one third of our calls. In 2002, we experienced another startling jump. Now nearly 40% of our calls are related to basic needs. There is no doubt about it - needs, on a very basic level, are on the rise. But the money available to meet those needs is not. And so....

**Some needs go unmet:** For many years, I&R has documented the greatest number of unmet needs in the categories of rent, mortgage and utility assistance. The year 2002 was no exception. Transportation issues also continue to feature prominently, with gas vouchers and bus tickets available in only the most extreme situations. Often our shelters are full and our pantries nearly empty. There is almost always a waiting list for services such as subsidized housing, household repairs, home furnishings and home-delivered meals for the disabled and elderly.

**Outreach efforts continue:** In spite of staff changes and increased calls that often kept staff in the office responding to callers, I&R still managed to attend 115 community meetings, perform 38 presentations/trainings and assisted 112 visitors who came to the office to research our database. In addition, I&R staff attended 57 hours of trainings and workshops to improve their skills. There was a dramatic increase in web site hits (3,058) and use of e-mail and the Internet to assist callers. I&R also continues to assist a number of community organizations by moderating e-mail groups, assisting with web site maintenance and providing other technical and informational support.

**Thanks, thanks and more thanks!:** I&R simply could not function without the volunteers, substitutes, interns, work study students, and United Way staff dedicated to bringing quality I&R services to our community. Our volunteers and other supplemental staff logged 2,965 hours in 2002. Special thanks go out to the volunteers on the I&R Advisory Committee for their valuable ideas, guidance and support, and to the volunteers and staff at the Alachua County Crisis Center who answer the I&R line after hours and handled 2,634 I&R calls in 2002.

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<u>Year</u>	<u>Problems Presented</u>		<u>Client Specific Calls</u>	=	<u>Non-Client Units of Service</u>	+	<u>Specific Calls</u>	=	<u>Total Calls<sup>1</sup></u>
<b>2002</b>	19,824	+	2,583	=	22,407	+	11,078	=	33,485
<b>2001</b>	19,679	+	2,443	=	22,122	+	10,510	=	32,632
<b>2000</b>	17,181	+	2,960	=	20,141	+	10,078	=	30,219
<b>1999</b>	16,511	+	2,971	=	19,482	+	9,561	=	29,043
<b>1998</b>	15,569	+	2,762	=	18,331	+	9,729	=	28,060
<b>1997</b>	15,537	+	3,301	=	18,838	+	7,046	=	25,884
<b>1996</b>	15,352	+	2,030	=	17,382	+	5,878	=	23,280
<b>1995</b>	14,673	+	3,033	=	17,706	+	5,305	=	23,011
<b>1994</b>	14,425	+	3,265	=	17,690	+	5,302	=	22,992
<b>1993</b>	14,514	+	4,224	=	18,738	+	5,001	=	23,739
<b>1992</b>	13,209	+	3,825	=	17,034	+	4,048	=	21,082

**Problems Presented** = all questions and problems presented by callers to United Way Information & Referral.

**Client Specific Calls** = all other calls handled related to caller problems. These calls are generated when we make a call on behalf of a client, to gather information for a client, or to follow-up with a client to evaluate referrals or offer further assistance.

**Units of Service** = Problems Presented + Client Specific Calls. This total represents all calls handled to directly serve our callers.

**Non-Client Specific Calls** = calls not directly related to meeting the needs of specific clients, but necessary to maintain the I&R service, such as business calls and calls made to update information.

**(Footnotes)**

<sup>1</sup> There have been no increases in I&R paid staff positions since the addition of a part-time position in 1994. I&R permanent staff currently consists of two full-time and one part-time staff.

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## Totals By Type Of Call

I&R handles a variety of calls requiring varying amounts of staff time and effort. In some cases, the Information Specialist may simply look up a requested telephone number or address. Other calls may require research, advocacy and extensive follow-up. In order to assist in the evaluation of how staff time is spent, calls are broken down into these four categories:

<u>Type Of Call</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>
<b>Slash</b>	3,035 - 17.7%	3,460 - 17.6%	4,052 - 20.4%
<b>Information</b>	3,513 - 20.4%	3,919 - 19.9%	3,711 - 18.7%
<b>Simple Referral</b>	9,806 - 57.1%	11,375 - 57.8%	10,901 - 55.0%
<b>Complex Referral</b>	629 - 3.7%	746 - 3.8%	968 - 4.9%
<b>Coding Errors</b>	<u>198 - 1.1%</u>	<u>179 - .9%</u>	<u>192 - 1.0%</u>
<b>Total Problems Presented</b>	<b>17,181 100.0%</b>	<b>19,679 100.0%</b>	<b>19,824 100.0%</b>

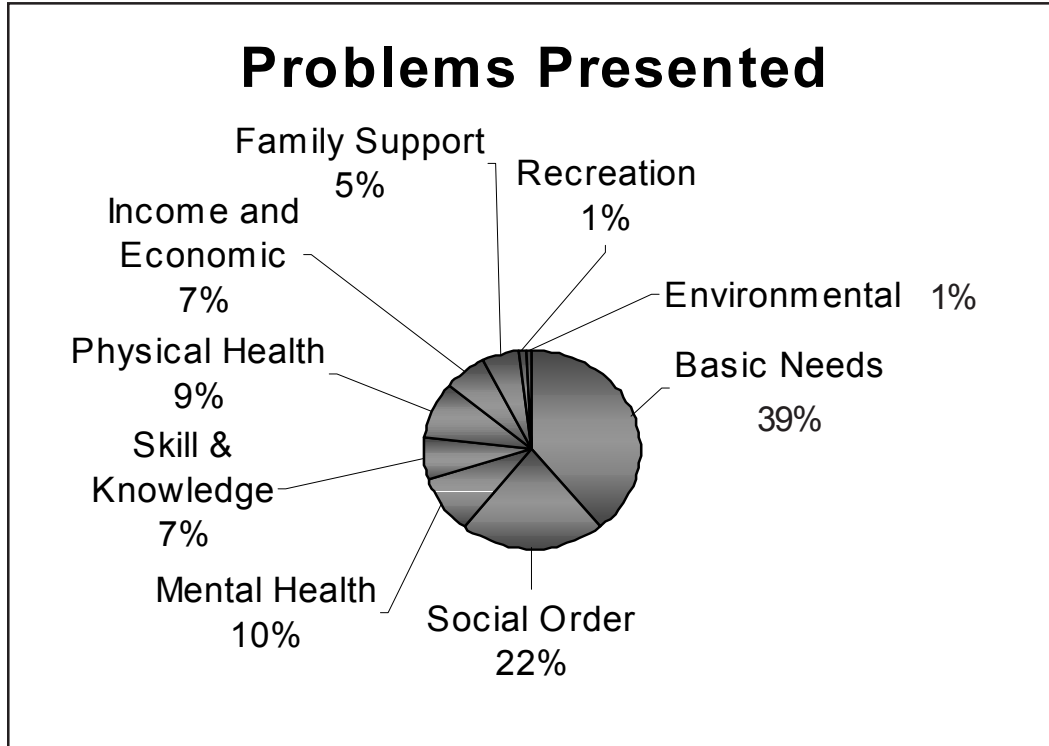
## Definitions Of Call Types

- Slash:** Caller simply requests a number. These calls are tallied but are not coded for further analysis.
- Information:** Caller knows what is needed to solve a problem, but needs the Specialist to help find specific resources.
- Simple Referral:** Specialist must interview caller to identify, make referrals and develop an action plan to solve one or more problems.
- Complex Referral:** Specialist acts as a case manager for the fragile caller who needs an advocate or intermediary, a comprehensive action plan and multiple follow-ups<sup>1</sup> over an extended period of time.

**(Footnotes)**

<sup>1</sup> I&R completed 248 single follow-ups on simple referral calls in addition to the multiple follow-ups done on the 968 complex referrals in 2002. A follow-up is considered complete when during a later contact the specialist is able to determine whether or not the caller received the services that were requested.

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		<u># Coded Problems</u>	<u>Percent of Total</u>
<b>Basic Needs</b>		<b>6,101</b>	<b>39.2%</b>
Housing issues (inc. rent assistance)	2,527		
Utility assistance	1,612		
Food	647		
Transportation	668		
Household/personal care items	430		
Clothing	217		
<b>Social Order and Individual Safety</b>		<b>3,365</b>	<b>21.6%</b>
Volunteer services/donations	633		
Civic/social/advocacy organizations	366		
Legal assistance	438		
Courts/corrections system	358		
Consumer complaints/protection	296		
Crime prevention/law/codes enforcement	266		
Licenses/permits/tags	190		
Government (general questions)	244		
Protective services	267		
Public safety	90		
Disaster preparation and relief	25		
Animal welfare and control	98		
Identification of office holders	32		
Community development	32		

<b>Mental Health</b>		<b>1,480</b>	<b>9.5%</b>
Support groups	538		
Counseling referrals (84% needed free/low cost services)	479		
Substance abuse	310		
Crisis intervention	153		
<b>Physical Health</b>		<b>1,439</b>	<b>9.2%</b>
Medical referrals (78% needed free/low cost services)	869		
Medicines, free/low cost prescriptions	185		
Dental referrals (90% needed free/low cost services)	113		
Health information organizations	110		
Family planning/pre and post natal care	136		
Medical bill payment assistance	26		
<b>Acquisition of Skill and Knowledge</b>		<b>1,014</b>	<b>6.5%</b>
Education system	399		
Reference/miscellaneous questions	383		
Survey questions	232		
<b>Income and Economic Security</b>		<b>1,006</b>	<b>6.5%</b>
Employment search	329		
Worker benefits/public assistance	218		
Vocational training	178		
Budget/credit issues and counseling	145		
Business information	76		
Employment questions/employee rights	43		
Employee search	17		
<b>Family Support Services</b>		<b>833</b>	<b>5.4%</b>
Family supplemental/holiday assistance	412		
Foster care, youth/adult/elderly	157		
Homemaker services	77		
Children's day care/preschool	74		
Adult day care and respite care	73		
Adoptee/family search	19		
After school programs	11		
Adoption	10		
<b>Recreation</b>		<b>205</b>	<b>1.3%</b>
In County	181		
Out of County	24		
<b>Environmental Issues</b>		<b>106</b>	<b>.7%</b>
Public health services	47		
Refuse management	47		
Pollution control/recycling	8		
Agricultural issues	4		
<b>Total Coded Problems</b>		<b>15,549</b>	<b>100.0%</b>
<b>Total Uncoded Problems</b>		<b>4,275</b>	
<b>TOTAL PROBLEMS PRESENTED IN 2001</b>		<b>19,824</b>	

## United Way Information & Referral 2002 Annual Report

### Most Frequent Referrals: Referrals To Government Offices

<u>Type Of Government</u>	<u>Referrals</u>	<u>Percent Of Total</u>
<b>State Of Florida Government</b>	<b>2,890</b>	<b>13.6%</b>
<u>Includes over 100 referrals to:</u>		
Dept/Children and Families	453	
Health Departments	378	
University of Florida/JHMHC	373	
School Board of Alachua County	264	
Alachua/Bradford Career Center	332	
Vocational Rehabilitation	140	
Santa Fe Community College	132	
<b>Alachua County Government</b>	<b>2,448</b>	<b>11.5%</b>
<u>Includes over 100 referrals to:</u>		
Clerk of Courts/court system	175	
Alachua County Sheriff's Office	157	
<b>U.S. Federal Government</b>	<b>547</b>	<b>2.6%</b>
<u>Includes over 100 referrals to:</u>		
Social Security Administration	207	
<b>Gainesville City Government</b>	<b>454</b>	<b>2.1%</b>

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### Most Frequent Referrals: Not-For-Profit Agencies Receiving 100 Referrals or More

<u>Name Of Agency</u>	<u>Referrals</u>	<u>Percent Of Total</u>
Catholic Charities Bureau	1,526	7.2%
Gainesville Community Ministry	1,236	5.8%
Florida Alliance of I&R Services (other I&Rs)	723	3.4%
United Way (nationwide)	901	4.2%
Salvation Army	780	3.7%
Meridian Behavioral Healthcare	495	2.3%
Christians Concerned for the Community	586	2.8%
Community Action Agency	585	2.8%
Housing Authorities, Gainesville and Alachua County	409	1.9%
Shands Hospitals	376	1.8%
St. Francis House	370	1.7%
Eldercare of Alachua County	273	1.3%
Three Rivers Legal Aid	271	1.3%
Peaceful Paths Shelter and Transition House	246	1.2%
Elder Helpline (Center for Aging Resources)	195	.9%
The Volunteer Center	195	.9%
Goodwill Industries	157	.7%
Habitat for Humanity	157	.7%
Center for Independent Living	155	.7%
Interfaith Hospitality Network	152	.7%
Consumer Credit Counseling	140	.7%
Gainesville Right to Life	134	.6%
ACORN Clinic	130	.6%
Alachua County Medical Society/We Care Network	130	.6%
Corner Drug Store	122	.6%
Florida Bar Lawyer Referral	121	.6%
Diversified Human Services	116	.5%

# United Way Information & Referral 2002 Annual Report

## Analysis Of Calls By Zip Code

	<u>Coded Calls</u>	<u>Percent Of Total</u>
<b>Within City Of Gainesville:</b>	<b>9,622</b>	<b>72.8%</b>
32601- 2,138		
32602- 133		
32603- 74		
32604- 81		
32605- 636		
32606- 678		
32607- 1,217		
32608- 1,347		
32609- 1,402		
32610- 120		
32611- 96		
32612- 5		
32613- 0		
32614- 48		
32641- 1,248		
32653- 399		
<b>Other Communities/Areas Within Alachua County:</b>	<b>1,489</b>	<b>11.3%</b>
Alachua 203		
Archer 220		
La Crosse 36		
Micanopy 74		
Evinston 2		
High Springs 186		
Island Grove 11		
Newberry 192		
Hawthorne 251		
Lochloosa 1		
Waldo 84		
Santa Fe 129		
Melrose 64		
Earleton 2		
Other 34		
<b>Callers Identified As Homeless:</b>	<b>476</b>	<b>3.6%</b>
<b>Callers Identified As Transient:</b>	<b>167</b>	<b>1.3%</b>
<b>Surrounding Counties/Other Areas Within Florida:</b>	<b>1,405</b>	<b>10.6%</b>
Bradford 1,153		
Clay 80		
Columbia 42		
Dixie 74		
Levy 360		
Marion 84		
Putnam 70		
Union 75		
Suwannee 27		
Gilchrist 124		
Other Areas in Florida 316		
<b>Other States:</b>	<b>63</b>	<b>.5%</b>

Percentages are based on calls in which zip code information was gathered. Zip codes are not requested on calls answered after-hours at the Alachua County Crisis Center.

As one might expect, the great majority of our calls (89.0%) originated within Alachua County. Most of the remaining calls (10.6%) originated from outside the county but within Florida. A small number (.5%) originated outside of Florida. These callers may have heard about I&R through our association with the state and national alliances of information and referral services (FLAIRS and AIRS), from other United Ways or from accessing our web site on the Internet.

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### No Help Available

The unmet needs in this report have been documented by I&R staff. This report only records those cases in which I&R was able, through follow-up, to document that the caller was unable to get the help requested. The actual percentage of needs that go unmet is certainly much higher than this report indicates. Many unmet needs go undocumented due to staff limitations and inability to contact callers for follow-up.

	<u>Total # Times Presented</u>	<u># Times Documented Unavailable</u>	<u>% Needs Unmet</u>
Rent/mortgage financial assistance	1,207	163	13.5%
Utilities financial assistance	1,555	125	8.0%
Transportation-Public (bus ticket/token)	159	80	50.3%
Transportation-Private (gas voucher)	306	63	20.6%
Family supplemental services (includes holiday assistance)	412	46	11.2%
Temporary shelter * <sup>1</sup>	475	32	6.7%
Household repairs *	159	10	6.3%
Affordable/Government subsidized housing *	342	27	7.9%
Mental health support groups	538	22	4.1%
Medical service/equipment-free/low cost	688	8	1.2%
Transportation-needs a ride	125	8	6.4%
Home furnishings-free/low cost *	373	6	1.6%
Emergency food provision	346	6	1.7%
Transportation-Needs help moving	30	5	16.7%
Mental health counseling-free/low cost	444	3	.7%
Legal services-free/low cost	258	2	.8%
Recreation/after school programs	11	2	18.2%
Home delivered meals *	64	2	3.1%
Day care/preschools	74	2	2.7%

**(Footnotes)**

<sup>1</sup> Services marked with an asterisk (\*) are those for which there is often a waiting list.

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### Special Programs

I&R maintains a **Telecommunication Device For The Deaf (TDD)** to assist speech and hearing impaired callers. Before July 1992, when the Florida Telecommunications Relay Service was established to provide message relay, I&R performed this service over 1,000 times per year. Totals 1993 to present primarily represent callers using the relay service (711) to contact I&R.

	<u>1992</u>	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>
<b>TDD/Relay Calls</b>	603	22	3	1	2	1	4	3	9	11	36

Through the **Mental Health Volunteer Corps**, I&R matches uninsured persons who cannot afford to pay full-fee with professional counselors who have donated a slot of their time to the program. I&R uses this unadvertised corps as a last resort to keep people who need services from falling through the cracks in the system.

	<u>1992</u>	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>
<b>Members</b>	80	95	85	80	80	92	88	69	79	71	63
<b>Matches</b>	95	65	38	28	24	56	60	50	56	37	50

The **Emergency Food and Shelter Program/FEMA Clearinghouse** was established to assure compliance with FEMA rules prohibiting duplication of services. I&R maintains a clearinghouse of all recipients and the I&R Director acts as administrative aide to the EFSP local board president to assure that all necessary paperwork is completed and all mandated meetings are held. In 2002, our community received \$53,769 through this program. I&R was also the contact/administrative aide for Levy County as well, enabling their local board to receive \$13,663.

	<u>1992</u>	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>
<b>FEMA Calls</b>	518	539	332	306	231	220	339	339	368	465	573

**Home Hospitality Corps** host families welcome out-of-town loved ones of patients at local hospitals into their homes when they have no where else to stay. I&R provides clerical staff support for the program, and links hospital social workers with the coordinator of the month, who matches the guest with a local host. It is estimated that this program serves 25-35 families each year.

The **United Way Information & Referral Webpage** makes information contained in the I&R database available to people all over the world through the World Wide Web. The I&R website received **3,058** visitors, and the I&R staff used the Internet and/or e-mail to assist at least **326** callers and update **2,561** resources in 2002.

**United Way Information & Referral would like to thank all the volunteers, contributors and other supporters who made our service possible in 2002.**

**Special thanks to:**

**The United Way  
I&R Advisory Committee**

Ann Williams, Chair  
Chris Brazda  
Polly Doughty  
Julie Kurtz  
Susan Myers  
Jim Smith  
Len Spillane  
Kathy Viehe  
Margaret Yoham

**Our I&R Helpline Volunteers**

John Bennett  
Emma Jane Caplan  
Yuko Fugino  
Ben Goodman  
Carolyn Griffin  
Christine Minnich  
Patrick Socoski

**Our Office/Technical  
Volunteers**

Laci Bagnall  
Ashley Joiner  
Frederick Preston  
Jennifer Yeager  
Alan Zak

**Our College Work Study Program,  
YES Program and Senior  
Community Service Employment  
Program Workers**

Elizabeth Butt, SCSEP  
Dean Hubbard, SCSEP  
Preea Tischler, CWSP  
Farah Khan, CWSP  
Muna Ibrahim, CWSP  
Stephanie Miller, YES

**Our Professional Staff**

Jan Zak, Director  
Terry Velazquez, Information Specialist  
Cheri Wolfson, Information Specialist  
Ric Brandt, Information Specialist

# Your First Call for Help

Got a question?

Get an answer!

Any problem,

Any question,

Any time!



**United Way Information & Referral**  
is a service provided by United Way of Alachua County